

First Steps Family Survey

Statewide Summary

2020

Total surveys mailed out: 4,426

of Surveys Returned: 834

4. It was easy to learn about First Steps.

470 (56.90%)	309 (37.41%)	39 (4.72%)	8 (0.97%)
Strongly Agree	Agree	Disagree	Strongly Disagree

5. I received an explanation of the First Steps parental rights from my service coordinator

679 (81.71%)	147 (17.69%)	3 (0.36%)	2 (0.24%)
Strongly Agree	Agree	Disagree	Strongly Disagree

6. I know my First Steps parental rights related to my child's special need

650 (78.13%)	173 (20.79%)	5 (0.60%)	4 (0.48%)
Strongly Agree	Agree	Disagree	Strongly Disagree

7. At First Steps meetings, I am comfortable asking for services and supports that my child and family need.

681 (81.85%)	135 (16.23%)	13 (1.56%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

8. I feel I am an active part of the team when we meet to discuss my child.

704 (84.72%)	117 (14.08%)	7 (0.84%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

9. My primary provider in First Steps helps me teach my child.

662 (79.66%)	154 (18.53%)	12 (1.44%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

10. My First Steps providers work with me to help my child in everyday activities.

664 (80.00%)	143 (17.23%)	17 (2.05%)	6 (0.72%)
Strongly Agree	Agree	Disagree	Strongly Disagree

11. I am able to help my child learn new skills because of First Steps services.

653 (78.58%)	155 (18.65%)	20 (2.41%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

12. My First Steps providers are knowledgeable and professional.

693 (83.59%)	126 (15.20%)	7 (0.84%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

13. First Steps helps me know how to find and use the services and programs available to my family.

580 (70.13%)	214 (25.88%)	25 (3.02%)	8 (0.97%)
Strongly Agree	Agree	Disagree	Strongly Disagree

14. First Steps helps me know who to contact and what to do when I have questions or concerns.

623 (75.06%)	186 (22.41%)	17 (2.05%)	4 (0.48%)
Strongly Agree	Agree	Disagree	Strongly Disagree

15. Would you like to share your First Steps experience in a newsletter given to families in First Steps?

245 (30.59%)	556 (69.41%)
Yes	No

16. Would you like more information about participating on a First Steps advisory council in your region?

168 (20.97%)	633 (79.03%)
Yes	No

Annual First Steps Family Survey Comments 2020

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

I am very thankful for the First Steps program. I am so glad that my child was determined to be eligible for these services. They have been very helpful in arranging services for my child after he ages out of the program as well.

Our providers are awesome. They offered many solutions/treatment ideas to assist with my children developmentally. They worked with me on strategies to progress my babies towards and past milestones. Our dietician was also phenomenal and helped me develop meal plans to give my children extra calories and offered suggestions. As a first-time mom, I am so grateful for the services we received through First Steps. We were lucky to have providers that cared and were able to build bonds with me and my children.

Our NICU was great in giving us the information to connect with First Steps! So thankful to both our providers for working with our child! We learned so many great tips for everyday life and work hard to make sure we work with our child in the ways our provider demonstrates and recommends. This kid is so happy and continues to exceed our expectations each visit - and we give so much credit to what we've learned from our provider for that. Thank for everything you do!

We have utilized First Steps for many of my children and I am very impressed and pleased with their services. Thank you for everything!

We have incredible providers.

First Steps is an amazing program and has helped my child tremendously. The providers truly care about my child. We appreciate the help! Thank you!

First Steps helps my child with OT therapy with his provider but, most of the stuff, the other's have helped me with. Do not hear much from First Steps, only when it is time for updates. He was to have braces on his feet they said they would help to pay for them, but that did not happen, they got them for a different child, it was wrong size, and they said these are not for your child, so the insurance had to step in, and we tried again, and it would not pay again, we are to have a meeting. Other agencies have helped me the most. All of these ask if First Steps is helping at all. I said just OT therapy that is all. I don't want anyone to get in trouble, but this is the truth!

We really loved First Steps. Our provider is a wonderful woman and is very good with our son. He loves her and adores the time with her.

My First Steps providers provide so much helpful information for me about my son. They are so nice and helpful.

#15 only if no identifying information is used.

Occasionally felt as though it would be beneficial for the therapists to instruct parents on how to do extra basic therapies at home and to track that info for posterity.
Nice ladies.

We love our service providers. She is really flexible with us. We as foster parents loved having them come to our home to help us make sure the child was still on track. Thank so much!

We love our special instructor. She has been instrumental in assisting our child in her development. We are so grateful for the work she does.

All of the therapists that come into our home are wonderful! They truly care about us all as a family and most importantly, teach us the necessary tools for always moving forward. Such a wonderful service and privilege.

I am so grateful to First Steps for all that it has provided to help my son. I could not be more satisfied with the services. Thank you!

First Steps has been so helpful for our family. Our service coordinator is extremely helpful and always checks in to see how our girl is doing. Our providers not only give us excellent advice but they also truly care for our girl and our family. We have the best team and are so happy with First Steps.

We have had questions regarding our bill that have been extremely difficult to answer. Service coordinator would direct us to billing department, then billing department would say we need to ask our service coordinator. We ended up just paying our bill (even though we didn't agree) because no one was able to help us sort through the changes. It would be helpful if the service coordinators and billing departments could communicate more effectively.

Everyone with First Steps has been kind, caring and knowledgeable since the beginning of our experience/journey with our daughter. They have made a very scary situation seem a little less scary and given us hope for our sweet girl's future. I've been able to ask any question comfortably and feel I receive great answers. Also everyone is so nice to our older son and pets. We are so lucky to have found First Steps and are forever grateful.

My coordinator is difficult to work with. Not because she isn't nice, but she is unorganized and too forward in emails. I am a client with a very flexible schedule and even I find it difficult to nail down the schedule when we need to meet. I feel like I shouldn't be more prepared for meetings than she is.

First Steps is a great program! The only two issues I had was the changes with the service coordinator, I had 3 different people throughout the service. Also, as a new resident to Missouri I did not know there were such services. I learned through a mutual friend who informed me of Parents as Teachers, who then referred me to First Steps. The program works and my team was very helpful in applying strategies at home to help my child sign and communicate. I will highly recommend First Steps to new parents.

First Steps is an amazing program! They helped my child learn to speak and we are extremely grateful for the help and services!!

We really enjoyed our provider!

All of our child's therapist and coordinators have been so good to us. We can never thank you all enough! Much love

Our main First Steps provider has been so helpful to me not only in giving me ways to help and teach our child with special needs, but also equipping me with knowledge as a first-time parent. I feel like I have many more tools in my belt because of First Steps.

We have seen amazing changes in our child, I think directly related to the high quality and experienced people from First Steps. Can't thank those providers enough! They have all been invaluable resources to us. Thanks

I believe in the amazing value of First Steps but felt that my family did not receive the support and services we needed most of the time, especially compared to other families with similar situations in other areas around the state. I felt as if I wasn't always listened to. I asked often for equipment to borrow to help with sitting/positioning and was not offered any solutions whereas other families I know would receive items without any issue. If we were granted equipment it was months before we received it. I asked for screening/testing in a specific area and was pressured not to seek it. Overall I felt ignored and that my child deserved better. I know this is not most people's experience with First Steps, and thankfully so. I just wish our experience would have been different.

This program has been a blessing to our family. It has really helped our child grow and learn, while also allowing me and my wife the ability to better learn and understand how to help our child learn. Our case worker and providers of the services are engaging and incredibly professional. Thank you for all that you do!

We love our provider. She is so sweet and kind. The kids enjoy when she comes by.

Our First Steps therapists have been excellent!

First Steps has been such a blessing to our baby! Special thanks to our providers for their fantastic service!

First Steps has been a huge blessing to our family. Our therapists have taught me an incredible amount about how to help my son. Over the past months our son has grown and made tremendous improvement. I know our therapist are a large part in his success.

I would like additional information on what qualifications are needed for a service coordinator.

We love our provider! When we brought our daughter home from the NICU we were scared out of our minds. Our provider came in and reassured us that she was with us every step of the way. She went above and beyond to help our little girl get to where she needed to be. Our provider was also there to hold my hand, give guidance, to give comfort, and most of all to make sure I understood everything that needed to be done for our daughter. Our provider became a part of the family, and we love her!

This program has helped my son so much! Very thankful for this amazing resource and the people who implement it. Keep up the great work!

Very pleased with the program. We learned about it during our NICU stay and within 2-3 weeks of discharge we were contacted by a coordinator to set everything up. Everyone we have encountered has been professional, courteous, flexible and extremely knowledgeable. We are fortunate that our child has not suffered any gross delays, but we greatly appreciate the care he has received and can only imagine that if things were worse, we would have great support with the services provided. Both the PT and OT that have been following our son give great suggestions on exercises to improve development, they listen and provide feedback. Overall, we are very pleased and appreciative of this program.

Our provider has helped us so much with our son's speech and taught us things about speech we would never have known. She has also taught us how to properly help our son with his speech issues and how speech problems/delays can translate to problems in other areas that we were experiencing. Our son looks forward to seeing his provider and is always sad when she leaves. Thank you for bringing these great people into our lives and helping our son.

I have learned a lot through First Steps with being a first time mom and the mom of a child with down syndrome. Early intervention is key to her development and I am able to ask questions and get ideas and feedback from her panel of therapists. I appreciate all the ladies. Thank you

I could tell from our provider's first visit that she was going to be good for my child and I. As next week approaches I am sad to see her leave. My daughter will be aging out of the program. I sure hope to keep in touch. My daughter enjoys her visits and we both look forward to seeing her. She sits down on the floor and plays with my child. Even if she chooses to only play with a certain toy for 3 minutes then switch our provider is ok with switching and moving onto the next toy. Our provider will be missed but we know she has other families to help out.

Our provider has been an absolutely wonderful speech service provider. She helped clue us in to a possible hearing problem which was later medically confirmed. I feel lucky my son has had the opportunity to work with her.

We have had a great experience with First Steps, however our OT doesn't team up with our other therapists and never does joint visits which was outlined in our services. I'm extremely accommodating when it comes to scheduling, however she always shows up to his daycare unscheduled and if it is scheduled she no shows or is late. This reflects poorly on First Steps providers professionally. She doesn't contact me after visits to discuss how it went or communicate with our other providers.

I only knew about First Steps because I was a teacher and knew other teachers that did First Steps after retirement. I asked one of them who to contact when my granddaughter needed help. I imagine the school district would have been able to provide the information too.

Beyond thankful for the amazing team you have provided my daughter! Our providers have been such a blessing in our lives!

Our First Steps team is fantastic!

We love our providers. So thankful for First Steps.

A great, amazing program and free!!! Why do services end at 3 years old? What will I do after?

We greatly appreciate the First Steps services. It has helped our son in many ways over the last several months. Please let me know if I can provide you with any additional feedback. Thank you!

Our providers are amazing. I am so thankful for them and the role they have played in my son's progress.

I love the women who are helping my daughter!

Our provider is the absolute best PT ever! She is so amazing with our son.

We started/were set up with First Steps before even leaving the hospital after a long NICU stay. This was incredibly helpful because there was so much stress at the time and First Steps started right away. Our service coordinator is very responsive and our therapists do an amazing job. I feel heard as a parent and have only good things to say about the program. I wish First Steps was available to more children that don't quite make the qualifications list. As an educator I feel the age group of 0-3 is missed often in terms of providing help to those children that don't have a diagnosis yet or weren't born early. Sometimes there are kiddos that need OT help, speech or behavior that need assistance sooner than age 3.

When we were referred for PT by my child's pediatrician they didn't mention First Steps. It would be great for more awareness and resources for families to learn about First Steps! We've had changes in service providers sometimes frequently and the experiences are varied. Some are more communicative and reliable than others. The evaluations have been consistently thorough and helpful, however. Our team meetings have gone well and I feel heard and valued as a parent. Overall, we're happy with First Steps.

My child is talking and doing a lot more because of First Steps. Thank you and everyone is so nice and good with him. He likes everyone as well.

Yes, everything has been great with First Steps. They helped her get in school.

First Steps staff has and still is very caring, kind and polite. They are professional and willing to help and answer any question I may have. First Steps has helped me and my child in so many ways. Thank you First Steps. I couldn't have done it without you guys in my corner.

Our provider was amazing plain and simple. I wouldn't of had it any other way. She helped our child through so many things she was delayed in. Our provider should get a gold star or employee of the month. She made the First Steps fun and interesting every time. I would like for our provider to read this so she knows what an impact and wonderful job she did with our family. I will never forget First Steps. Thank you to our provider and First Steps for helping me and my child. We will be forever grateful.

I'm so grateful for all the help and support we have received. Almost all three of the children have aged out but I'm happy to say I feel like they have truly come so far. I have opted out of #16 for now because I still have such a busy lifestyle but I would love when the children are older to participate and help other families. Thanks again for all the help.

My child's primary provider has been professional from the beginning but also personal. She answers every question honestly and provides my child with the needed attention and help. Her experience, knowledge, and heart for my child is evident. Our coordinator is always available when I have any questions. She is polite and interacts with my child in a kind and respectful manner.

Thanks for all your efforts!

I found the program wonderful when I was at home and present for the therapy. Now that it happens at daycare I get very little feedback or information unless I contact them. I am not always notified on the schedule of the services. At minimum, I would like a summary of each visit and a pre-scheduled visit time.

I'm very thankful that my child's doctor recommended First Steps. I cannot say enough good things about this program. Every member of First Steps has been extremely helpful. Our speech therapist was wonderful and my son had grown very attached. Thanks to the speech therapist my son's language skills are on target now.

We appreciate First Steps and everything they have done for us.

Our providers are really great to work with.

My service coordinator was a great asset from the start. She answered questions and walked through the referral process to early education special education when she was near 3 years old. Our speech therapist/language pathologist was a true godsend. We found our time with her beneficial and of great help. She always was quick to suggest ongoing daily work we could do as parents between her appointments. We were sad when 3 came because her help was so great! Our special instruction therapist was so informative, supportive and thorough. She helped my little with waiting, playing with one item at a time, sharing and got her talking while playing. She was so helpful and encouraging. Thank you.

Only comment would be to move to an online payment system. We absolutely love our team!

The only thing I wish is that the First Steps program went past age 3. In our situation our therapy did not really get started with my child for a while meaning she had issues and we felt like by the time we really was able to "get going" with therapies it took like 1 year before we "got going." But we love all our providers and so thankful for First Steps!

Our providers have been such godsend for me and my daughter. We love them both so much! I am forever grateful they are in our lives.

Our coordinator doesn't seem very organized. Hearing from families in other counties they seem to get their services and equipment in a more timely manner. For example we ordered a stander and by the time our child got it he only needed it for a month. Same goes for AFO's by the time he got them he had already almost out grown them.

First Steps is a wonderful resource to my family.

We've had an excellent experience with First Steps. We have a great relationship with all three of our providers in addition to our service coordinator. We would highly recommend this program to anyone needing therapy! Thank you!

Our providers have done a phenomenal job of guiding our daughter as well as us parents to improving her speech and interactions with others. My daughter loves when they come over and has to overcome a little sadness when they leave! We are grateful for their expertise, willingness to serve, and the relationship they have built with our daughter.

We always look forward to "play time." I appreciate the suggestions our therapists give us to keep moving to the next developmental milestones as well as working on skills that need attention. Our therapist models "intentional playtime" very well and give us ideas of other types of activities we can do.

Our families First Steps coordinator is great! She works well with our family and has been very helpful through all of this. All of our First Steps providers, physical therapists and special instructor work so great with our child and are so uplifting towards our family. I could not be any happier with our First Steps experience so far and I only see a great experience in the future!

This is our second exceptional experience with First Steps! We love everyone on the team that we work with.

We have really enjoyed First Steps!

We love our First Steps coordinator!

I'm so thankful for our team. My son wasn't just another child to them. They all became part of the family. They were so helpful. I was very sad to see them go. Our COTA was always trying to get him to do new things. Our PT taught him how to kick and many other things. Our son loved him so much. Speech was tough getting one to work best with our family. We finally got one and loved her too. Our son is making more sounds since we got her. We are so thankful for everything you guys have done for us. Hate to see you go. But it is time for the next chapter. Thanks again.

Our providers were great with helping transition my daughter to early childhood. Our provider came to her IEP to help me. I feel they went above and beyond.

First Steps has been a godsend! My child went from about 10 words at 21 months, to speaking full sentences at 2 1/2. We are so thankful!!

Our experience with First Steps was outstanding.

I have the best speech therapist, hands down. Our provider is like an aunt that helps my child succeed and grow.

First Steps has been an exceptional program and I am grateful for all of the services. I would like to recognize my son's OT who has been integral in his development and progress and the best support to us as parents. She truly cares, is so kind and patient and always encouraging. Encouragement is the best gift you can give a parent in a situation like this and she gives endlessly. She has helped me as I learn my son and his challenges and has also helped me stay positive in his growth. I can't say enough great things about her and how integral she has been for our family in this process. Thank you!

Both service coordinators that we have had are/were wonderful! They explain everything we didn't understand and answered every question we have had. They have worked wonderfully to coordinate services and meetings. First Steps has been great with helping us and our child. They were on top of adding services (PT) when they felt our child needed physical therapy. A short while later our child began crawling. Thank you to First Steps coordinator and the physical therapist for all they do and have done.

I adore our First Steps team. I can't even explain what they have done to help my son and our family. They are great with my son and so encouraging and understanding to me and my husband. They really care about my son, and he adores them. Our providers are the dream team. They have held our hands and supported us through the ups and downs.

Everyone is wonderful and we couldn't be more happier with the services we receive.

Our special instructor does an amazing job with our son. He's always happy to see her. Our service coordinator checks every month to see if everything is going ok and if I have any questions or needs. Appreciate them!

I wish I had known about First Steps a lot sooner. It would have benefitted my twins a long time ago and a lot sooner. I learned about it from my pediatrician at their 2 year appointment and contacted right away. If I had known earlier I would have contacted about a year earlier. They needed it, but I didn't know about it.

First Steps was literally there since our child left the NICU and was 1 month old. Our primary service provider is like family because she's literally been there through our figurative and physical first steps and beyond with our baby/big girl. It's a sad/joyous occasion for our child turning 3 in 2 months because First Steps is like family; but I know our First Steps family is forever. We are so thankful to you for all the love, education, and support you have provided birth to 3!!

I love everyone that I have worked with through First Steps. Everyone is amazing.

First Steps is an amazing program with wonderful people. I am so happy my child was able to get the help he needed from this program, it makes a world of a difference for him. Thank you!

We are a family that fosters. I have utilized First Steps for two of my foster children. This program has dramatically changed and equipped the lives of those children. It is a wonderful program with exceptionally talented and trained professionals.

Please create online bill pay!!

First Steps has been great!

Thorough, kind and professional.

During my time with First Steps my son was diagnosed with two different conditions. They have been amazing. Letting me know what to be concerned about and what is normal behavior. I wouldn't be anywhere without their help. I am very thankful for this service. Thank you very much!

Our providers are both amazing and always go above and beyond.

My daughter's First Steps providers are awesome! They're always there to answer any questions, give criticism (didn't mind) and suggestions. They all do a wonderful job with her. Thank you!!

Our therapist has been excellent in our daughters care and goals! Going beyond and providing us with information to better understand any concerns we may have.

We love our First Steps providers and are very thankful for all the work they have done with our child.

We all want to thank you for everything you guys did for us.

So grateful for First Steps and the help they've given me and my daughter. She has greatly improved with the help of her therapists.

This program educated me in so many ways. My first child was born with respiratory issues. I know I always could call my service coordinator and ask questions and she would help me. My service coordinator came to my home once a month but she was always a call away when I needed her. She called me and we did follow-up after doctor's appointments. This program was a blessing to my family.

All the ladies are really nice and my child loves them.

It was irritating that the service coordinator changed 3 or 4 times within the 2.5 years my child received services from First Steps. The main service provider was an excellent source and sounding board for all our questions and concerns. But a consistent coordinator would provide better support.

Our providers were extremely friendly when they delivered the services. I felt very comfortable with them. Our other provider was also very nice to me when I gave her an issue initially. Overall very nice team met with me. Thanks

Our providers are the BEST! We recently brought on a speech therapist and she is amazing too! Thank you!

The ladies that come to our house are wonderful. They give good advice to me when needed to help my child grow in every way. A big THANKS!

We are extremely grateful we heard about First Steps and got our daughter tested into the program. Our service coordinator is amazing, we always feel like we are a part of the team as parents and always are made sure we understand what's going on every step of the way. Our therapist is by far the best therapist we have worked with, our oldest son had speech therapy for 3 years, she is always so happy and upbeat. You can really tell she loves what she is doing by her infectious joy. My daughter always greets her with a big hug and a yellfull "yah!" Our provider brings new and exciting educational toys that my daughter always enjoys. Our daughter has really widened her vocabulary thanks to our provider and she has given us very helpful tools to help our daughter. Thank you First Steps, our family appreciates it!

We love our First Steps teacher!

All of our son's providers have been very helpful in showing us things to work on at home while they're not here. The providers are all very friendly and family friendly/professional too as well. I would like to acknowledge our providers and give them a moment of praise/appreciation so they're possibly recognized. Our First Steps coordinator is awesome, wonderful and professional. Our First Steps speech therapist is awesome, wonderful, very family friendly and professional. We love her and will miss her once we age out of the system. Our First Steps occupational therapist is wonderful, awesome, professional and family friendly. Our First Steps physical therapist is wonderful, awesome, family friendly and professional. Please feel free to contact me if needed for any other information.

My family and I have had such a wonderful experience with First Steps. We are very grateful for all the support we have received. Our daughter has blossomed in the last several months with the help of her physical therapist, her occupational therapist, and speech instructor. With the help of First Steps our daughter has learned to crawl, pull herself up, cruise and most recently (in December) to walk. We are excited to see what she will accomplish next. Thank you

We are so grateful for the addition of our provider to our First Steps team. She is always incredibly positive and professional. I greatly appreciate her insight.

Please update payment options. The check method is very inconvenient for my family. Other than that, this was a great service for my child, and I highly recommend. Our provider was the absolute best and anyone I've had to encounter along the way, has been nothing short of caring, genuine and pleasant. The transition to her new school has also been very easy thanks to First Steps. Thank you!

My service coordinator and therapist are all wonderful! They have helped my daughter to reach so many milestones. We love having the extra help. I'm really seeing my daughter reach her full potential.

We really enjoy how our provider will go to our daycare and work with out little one. Our family wishes that our in-home provider would work harder when she is here and not worry about our other child.

I am very thankful for my First Steps team. I feel as though I have a team that allows me to put my worries and concerns out to my helpers who teach me and guide me and my son. Parenting is already stressful but having support has been huge for us. Thank you First Steps!

All of our therapists have been great to work with and we've seen huge strides being made in our child's development.

I absolutely love our therapists!!! They are always available to answer questions between sessions. They are wonderful with both my daughter and her anxious mom!

We loved our First Steps team!!! Our therapist was awesome.

I cannot say enough good things about First Steps. They have helped me and my son so much. They have educated me and helped me navigate having a child with special needs. My son's team of therapists are truly exceptional and mean so much to our family. They are advocates for our child and have helped us in so many ways. We would be lost without them.

Truly an amazing program! I am grateful that my child was lucky enough to receive help and that with help he made amazing progress. Pre-school here we come! Thank you!

Thanks for having this program! Perhaps advertising for this program with newborn and up. Premature births at hospitals would help get the word out. Maybe you do - I don't know; never had that experience.

I am very grateful that First Steps was an option for my son. We first tried therapy at a local office and because of my son's young age and their need for him to separate from me, the experience was not positive and we were concerned he wouldn't be able to get early intervention. What a blessing it has been to have his team of therapist in our home to help him grow.

We are so grateful for our provider and all she has done for my daughter and family. We look forward to her visits and know our child is in fantastic hands.

I cannot express how great this program has been for my son and myself. This has been amazing to watch his progress. I am so thankful for our speech therapist, as well as our physical therapist. My only issue was with our coordinator. I felt extremely unprepared for the transition meeting and was disappointed that our follow up about meeting goals and making new goals were over the phone and another was cancelled and not rescheduled. I often had to ask our speech therapist what to expect and for more information.

We are so grateful for First Steps. It has been such a blessing to all of us and I can't thank our OT, PT and visual therapist for all the ways they have, and continue to help our son.

First Steps is an amazing program I was so blessed to learn about. They helped our child so much and the ladies are so sweet and truly care about our children. Thank you so much!

Great program. It has truly helped our son. Our providers are absolutely amazing, and are always in contact with us. We can't thank you enough for all you have done to help our little miracle man.

Love the team working to help me help my child. Very great group of ladies who are extremely helpful in providing tips and information related to my concerns!

Our PT has been invaluable in teaching me how to help our child reach her potential. She is a gift to our family!

I'll email for information on advisory council.

Only problem we have had was PT showing up with dirty toys, and then asking to clean them here.

My son needed very little help. First Steps has been great at helping us learn how to help our son learn.

The First Steps program has been immensely helpful in addressing my son's needs and helping us as parents to work towards milestones. Even when they meet with my child at daycare they are great about addressing her needs in that environment, and communicating with both his teachers and me in what they are doing and what we can do to help his progress.

When we first got the children and realized how much extra services were needed our provider was very helpful. She took the time to listen to what was needed and found the best services for everyone. She found us our occupational therapist. Our provider has helped my granddaughter meet the developmental age specific goals, she was at half her age when we started. Our provider also found another provider to help with my granddaughter's behaviors. All three ladies are the best and we are very grateful for all their help.

Our provider is amazing! Always professional and on time. She is very knowledgeable and always willing to try new things. My child is very lucky to have her. Our other provider is so wonderful. They work so well together during co-treats and run ideas off each other frequently. My child would not be anywhere near where he is if it wasn't for those two! We love First Steps! Thank you all so much. I'm sad we are going to age out soon! I cannot express the gratitude I have for this program.

Our provider was very nice to my child. She helped our family a lot. She made sure that my son learns new things and achieves objectives set at our meetings. He loved her company and was always waiting for her to enjoy her company and do fun stuff. We appreciate our provider's love and hard work for our family and our child. She is a gem. A loving person inside and out.

Our providers have been great to work with. They communicate well. Our provider does a great job keeping up and checking in. When I need a service, she effectively and quickly gets it done.

First Steps is a wonderful resource. They have helped me and my child's development in many ways. All providers are very knowledgeable and friendly. I am very grateful for their help.

We have had a bad experience with a provider yelling in our daughter's face. We reported it to our caseworker and we removed her from our treatment team. Although I am not sure what the provider's repercussions were, we are glad to now have great providers who care deeply for our daughter.

Our therapist is very professional, timely and organized. She does a great job of teaching me new exercises that I can easily implement into my busy everyday routine. I really appreciate that she texts me weekly to remind me of our appointments. I also enjoy our PT, she joined our service months after we started and it was a seamless addition to our sessions. I like that our providers seem to have a very good working relationship because they both do a great job at sharing the session, and offering additional point of view on my daughter's care. Overall I really like First Steps, the process to get started was fast and easy. Thank you.

Our providers have been a pure godsend to our home and children. I truly do not believe they would have come as far as they have had it not been for their persistence and love for their work!

We are thankful that we could get the service in our home and changing my child's life.

Our providers are absolutely amazing. In such a short amount of time we have had 3 coordinators at First Steps. That has been frustrating.

First Steps is an amazing program with so many resources! We have many different pieces of equipment that make our lives so much easier. Thank you for everything thus far.

We have not really needed help or assistance. But as she soon starts to speak, we are grateful to have First Steps available to reach out to. Our coordinator and care provider have both been AWESOME to work with!! As I commented, we haven't needed them very much so far, but we are grateful to have them available for any future concerns and or assistance. Thank you, thank you, for providing a great team for us and many others out there!!

This service has helped our family in so many ways. Our therapists are now a part of our family. They love our daughter and celebrate her milestones with us.

Thanks to all our First Steps providers!

Our providers are amazing!

Our providers are awesome!

Our providers are an excellent team. We appreciate them all so much!

Speech therapist was really patient when working with our son. She helped him learn and use words going from 5 to 6 words he would use regularly. He was using over a 100 words when we transitioned him into the early education program.

Couldn't do it without you!

Our son's team is fantastic. Always providing ideas and suggestions to help our son's progress. They are great at adapting to him to make each session productive.

When we brought our baby home we were unsure of what his future held because of all his issues. Because he has physical therapy, occupational therapy and speech therapy I see his future in a new way. Thanks to his amazing providers our baby is learning, playing, talking some and they are all teaching me to help him. Our baby is meeting and exceeding a lot of his developmental milestones because of First Steps and I will be forever grateful to them.

Our providers are awesome. They are very professional and always have my child's well-being at the forefront.

Great job keep doing what you guys have been doing. As a first time mother you all have helped me tremendously, especially considering I had a preemie.

Our provider is excellent at her job. She deserves a raise.

First Steps has helped us greatly. We love our therapists.

My son had the best counselor. She was patient, loving, kind and so very instructive. She had a major impact on my non-verbal son to help him start speaking, and such a helpful hand in parenting him for me too. Without our PAT and especially our First Steps provider, we would not be in the amazing position we are now. We love First Steps and highly recommend them for all children.

Very thankful for everything First Steps has done for my child! Beyond thankful for our provider and everything she does for my child. She goes above and beyond!

So thankful for everything that our providers have done for my child! They really are amazing!

I love working with my team. Each of these women have helped my daughter become the best version of her self. They all give me confidence that we are doing well and are on the right path with her therapies. Thank you all.

We requested a change in OT and SLP therapist at about 18 months. To our luck we were paired with our therapists. Wow! These two ladies had such an amazing impact on our daughter's development. The changes we saw were simply amazing! When you pair them with our PT we literally had a dream team. And our service coordinator changed at about a year old and our experience as a whole changed for the better. We were so sad to leave the First Steps program, but so thankful for the amazingly positive progress our daughter made as a result. Thank you!

Our providers have been a giant blessing to our family! Our son was born a premie and he wouldn't be where he is now if it weren't for these three women. Thank you so much!

I believe over a period of time, the OT and ST because very relaxed and weren't working as hard to get results from my child. The coordinator was not good at following up or communicating in a timely manner. I would have to go back to her to follow-up on information. The information would be good information once I received it. I also think it would be very beneficial if First Steps parents are informed about other intensive early intervention facilities to get those services started, also. I think my son would have done a little better in that type of program to offset the 2-3 hours in-home ABA therapy. Also, for whatever reason, everyone (the entire team) wants to text EVERYTHING. Sometime a phone call is warranted, or even an email, maybe. Especially, if the issue or concern is time-sensitive. In closing, the team I had was very nice and helpful and wonderful to work with.

I cannot thank our providers enough. Our child would not be who he is today without both of them. I appreciate their hard work, time, advice and care they have provided. This program has been so much help to our family. It is very hard to work full time, take care of your home, family....and then worry about a child. The help we received for speech made our son's challenges easier. The program deserves more funding and needs expansion. Children deserve these services to ensure they are ready for a school setting and life in general.

We have been very pleased with our son's progress. He is talking more than ever! Our providers are amazing at their work and we are so happy they are in our family's lives. Thank you so much First Steps! We appreciate everything you have done for us!

We have been so blessed by our therapists who come weekly for our sons. I feel very comfortable talking to them about my concerns. They take the time to encourage me and my son's development and keep me focused on his strengths and goals we are trying to meet. I couldn't speak more highly about them. It is one of our weekly highlights.

We LOVE this program and are so thankful for the amazing ways it helped our son grow!

We LOVE our First Steps therapists. Our providers are wonderful. Our daughter is comfortable with them and has tons of fun while learning. They also teach myself appropriate games to play with her.

Our providers have been excellent to work with. Truly a blessing to have in our home. They have always been on time and understanding when something comes up. They cared for our son like he was one of their own. We will always be grateful that they are in our son's life. Just in the past few days he has started talking and a huge part of this is because of First Steps. I own a business and know the value of having good hardworking staff that is as dedicated to the cause as you are. These 3 women are the perfect example of what I try to hire and find (easier said than done). They have far exceeded our expectations and we will forever be grateful. There is very little services offered during the 18 month to 4 year old, and First Steps was like a prayer being answered for our family.

We loved our daughter working well with her First Steps helper. Our provider helped our daughter grow and improve so well on her speech, knowing her colors and started counting. I wish our provider could stay with her until she was 5 years old. Just having our provider over and watching her work with our little girl is such a huge blessing and we will never forget you or how amazing First Steps program is. It made a big difference in our lives and our little treasured baby girl's life. First Steps program is amazing! Thank you from our hearts!

On questions #14, I changed my answer to "agree" due to the fact our service coordinator and primary providers have been so amazing to help us. We have not needed help working outside of the First Steps program.

I am very pleased with our First Steps experience! We are very fortunate to have some awesome instructors! We are blessed! Thank you for everything!!

We are very thankful for First Steps. My daughter is thriving and I know it is because of the amazing therapists she has in her life. I hate that it will end in 7 short months, but know the therapists have given her the very best start in life. Thank you, First Steps!

We absolutely love our service person. The excitement on my daughter's face to see her car pull up truly melts my heart, she engages so well with her. We've also added another provider to the mix and they both seem to be on point with treatment.

We will be moving to another state. Will he be in First Steps still even though he lives in another state.

Our providers are an amazing team. They are winners! Our service coordinator, we had issues that she got the orders in way later than when our child needed his stuff and it happened more than once.

I am so grateful for the First Steps program and our provider. Our provider was kind, patient, and knowledgeable regarding all aspects of available services. Initially I dreaded our First Steps visits because they were hard and my child fought all changes and demands to perform tasks. It was emotionally draining. But our provider was patient and persistent and soon my son and I both looked forward to our sessions. I watched my son open up to our provider in a way I had never seen before. Because of her, my son can sign multiple signs, has fewer meltdowns, stopped throwing things, and is able to color. Our provider changed our lives and I am forever thankful. She was placed in our journey. She did her absolute best to set us up for success after our time with First Steps ended so my son wouldn't experience a gap in his therapy. We wouldn't be where we are now without this program. It helped me to not feel alone. Thank you so very much!

I truly appreciate all the help I've received for my child and for myself. Thank you for helping us and teaching us techniques and skills to help our daughter! Our providers have been great to work with over the many months! Thank you!

We have loved having First Steps programs in our lives. They have given us so many tools to help our daughter to grow. She has significantly grown while being in your program.

Wonderful program

I'm uncertain the exact date when our child started with First Steps.

Bill pay is difficult due to no online or phone options.

Our speech therapist and OT have been phenomenal. They are so great at what they do. They have both helped my daughter make great strides in speech, social/emotional behavior, sensory input, and overall behavior. They are great at helping my husband and I learn to help my daughter. We are so impressed with the progress she has made since we started with First Steps!

I would love to participate in a fundraiser to help out.

I know that my son would not be walking, and walking well, if it weren't for our physical therapist. Likewise, our son is progressing rapidly in his speech acquisition because of our occupational and speech therapists. All 3 providers are amazing! They have really helped me with discipline issues (my son is very quick to be frustrated and throw temper tantrums) and sleep issues. They feel like a part of our family. I'm so glad we have this program in Missouri!

Sometimes when a therapist felt that they weren't doing much, they would just chat with me rather than working with my child.

We are so grateful for all of the wonderful providers and service coordinators who helped our sweet boy! Thank you!

I love First Steps. You all do an amazing job. Keep doing what you all are doing. The nurses that come to my house are amazing.

My son has learned a lot of stuff because of First Steps. He does more things than what he use to do.

The Missouri First Steps program not only helped our son, but helped us as parents learn how to better work with him at home. This program was very beneficial to our family. Thank you!

The reason I disagree with the question is because our child is being seen at his clinic and not in our home so I feel really out of the loop. The speech and OT therapist do great updating me through text but I still feel like they can't teach us this way. Parent training is something we are really interested in. That is why I requested ABA in the evening and the speech therapist is going to do a session at our home soon.

We have been so happy with the program. It has helped our son so much! Thank you for providing this service! We feel it really helped him get the help he needed before it caused some long term issues.

Without my First Steps girls my daughter wouldn't be where she is. They are so much more than therapists and teachers. They are family and we love them so, so much. Everyone should open their doors to these amazing angels.

Thank you!!

My provider has changed my outlook on raising a special needs child. I am so hopeful and confident in my son's future because of her knowledge and guidance. My other provider has helped me manage my stress, especially in situations I can't control. She has been a godsend. These women help me more than they know.

Our providers were amazing!! We will miss them tremendously. Thank you for providing the best therapy for our child.

The provider that my son had was great at her job, she helped us a lot with my son's development at first. My son really didn't care much for her, but I thought well he is doing well learning from her, he would cry and throw a fit the first 30 mins or so. As time went by it got a little worse, she requested we put our dog and 3 cats up because she was allergic, come to find out she isn't. We had to take my older son whom is 9 out so she wouldn't get "bothered" by him. I did bring this up to the service coordinator. She was excellent and very understanding. Now we have another lady that comes once a month, and my son likes her a lot.

Our providers are amazing. Without them and the First Steps team we would still be spinning circles wondering what to do. We have truly been blessed by their services and friendship!

My son has shown so much growth because of First Steps! Thank you

Our son was born early. First Steps has helped our son reach his fine and gross motor developmental milestones. The providers care about our son's overall growth and development. We are thankful for First Steps.

I strongly dislike the team approach. I felt one therapist was doing something with my son while the other just watched. It worked so much better being able to focus on one discipline at a time.

Wish there were night hours available so I could continue my child with First Steps.

I couldn't be happier with our team of providers! My son is improving every single week. These ladies are amazing. Their interactions with my son has made me a better mom. I cannot thank each of them enough for everything they have given us.

Thank you for offering a program like this. My son has grown so much over the last year!

Our PT is amazing! Very knowledgeable and professional. She is always patient when our child isn't thrilled about having to work. Our speech therapist is awesome! She has really helped us with our daughter's diet! Our vision therapist is fantastic! She has helped our child so much! We appreciate everyone who works with our child! Thank you!

I have met personally and I have seen my therapists interactions with my son. He has truly learned a lot from them and any questions or concerns I've had they've all helped me with! I'm truly blessed and thankful to have such wonderful therapist in my family's life! I'm not sure of her name, but I can see the improvement in my son's speech with that therapist also! So thank you!

We love everyone that we have worked with in the program. Fortunately our son doesn't need as much "special" education as others, so we usually see a physical therapist once a month and she gives us things to work on. We are eager to work with more people in the program as our son ages and his needs change.

First Steps is great! My provider has been with us since we brought our daughter home from NICU, and she has helped us every step of the way. Teaching, showing and helping us to understand how to care for our daughter. Wonderful program! Thank you!

Our providers are fantastic!

Thank you for First Steps!

First Steps has completely changed our lives, for the better. When we moved to Missouri, we were concerned about our youngest children being delayed. We were able to get a consultation with First Steps in amazing time and services were started. Our son has since graduated from the program and is in an early childhood program. He went from having only 2 words at 1 year and 10 months to him graduating the program with 30 words! This is not including the sign language that we were able to learn with our therapy team. The progress helped our son utilize sign language to communicate, in turn, he had less emotional breakdowns due to not being understood. The program has been an absolute blessing to us. Our other son is still receiving services at this time and he too has a delay with speech. He has come so far since we started our process. He has overcome choking while eating, being able to use a spoon to eat, and obtaining the ability to get leg braces by the therapy team being on top of his need. Without the program, we never would have caught his extra flexibility in his ankle that was preventing him from walking. So much we have to be thankful for, we owe so much to our therapy team, our extended family. Without First Steps, so many children would not be able to get the services they need. Early services are vital for children to thrive and maintain a good quality of life.

The services provided have made such a difference for our son. I'm thankful I learned about First Steps, but worry there are many potential families missing out from simply not knowing this resource is available.

I have a hard time believing that First Steps includes parental involvement/concerns when I have asked for a particular service provider but got denied because she wasn't part of the "team". That does not say "family first" in my eyes.

Great program with great people!

Our First Steps physical therapist was amazing to work with. My son loved working with her and was always so excited when she came to work with him. All of the work she did for him was on target with the goals we had for our son.

We work with wonderful therapists that are always available within a reasonable time frame when we need them.

First steps has been a huge help with my daughter. I'm beyond grateful for them.

Our First Steps coordinator is AMAZING! She helps me with the tools and resources I need to help my child in both his growth and development. I know that if I have any questions or concerns I can go to her. I would recommend Missouri First Steps to everyone.

Our family has been very dissatisfied with the handling of our account. We have received over due notices after receiving letter after letter that stated "This Is Not A Bill". We once contacted the billing office and were told they couldn't tell us how much each visit cost or what our current bill was. It has been a frustration for us. Our older child also received First Step Services several years ago and we had the same experience. It would be helpful if payments could be made with credit or debit card, even auto pay would be great.

We love our PT! She is the best!!

Our providers are simply amazing. They're usually so patient and caring. I'm happy to have them.

This is my second time using First Steps. My son and daughter have both been through the program. It has been an incredible service for both children. The coordinator and therapists have been wonderful to work with. They are professional, knowledgeable and genuinely concerned about helping my children progress in all areas, not just documented delays. My children have loved working with their therapist. It was a bittersweet good-bye to end therapies with First Steps for my daughter. She progressed quickly because of all the time, attention, hard work and at home tips from her therapists. I will always treasure this valuable program and recommend it to any family. Thank you!

Our providers have been fabulous to work with. They have really listened to my concerns for my child and have been very attentive.

Our family loves our speech therapy assistant. Our son loves her, she goes above and beyond to help with his development. With current visits stopped, she has made herself available for any and all questions and has made extra effort to make sure everything is progressing well and that we have everything we need during this virus crisis.

We worked with two instructors and both were wonderful. When our child began she qualified in all areas. In just a few short months she made significant improvements and while she was still delayed when we had her tested for special preschool program, she only qualified in one area. A true testimony to our provider's hard work. So thankful for them!

They have great ideas about what you can use at home for activities.

In many cases our resources have been more helpful than doctors and other services we go to. It is an amazing program and we appreciate how much help we receive.

We recently transitioned out of First Steps to our local school district. We are very appreciative of our First Steps providers. They were all wonderful. My only issue was with our transition. We had an issue with the district requiring our son to use a wheelchair that we did have for school bus transportation. Although I find more fault with the district's role in this issue I do feel First Steps should have had more knowledge of this need.

So thankful for this program! It was very helpful for our family! I didn't know anything about First Steps or its services until a caseworker made a referral. I recommend it to all foster parents now if they have kids who need extra help.

I would have never known about First Steps if not for my pediatrician. Our child's OT was great but speech therapist never contacted me to keep me informed about his progress. I was never referred to regional offices, I had to find out about that on my own and do a self-referral.

I feel like my and my family and household were judged before anyone ever entered my home. There was a miscommunication and for that me and my child had to suffer with only getting services outside my home instead of inside. I probably have one of the most cleanest houses than any other homes any of the First Steps ladies go to and for that I feel like no one even gave me and my child a chance! So, my child didn't get the proper services as needed or deserved to get! I'm very upset with this situation at hand. The only thing that First Steps did do for my child was got him into early childhood school for his speech delay. For that I am happy about but other than that they haven't done anything else for my family! Which I'm very disappointed about and in. When we had visits it would have to be outside in the heat. And no I didn't want to go to another location because I don't think or feel like we should have to when I have a perfectly good house/home to be at! Also on that, I don't always have a car to even meet anyone at another location always! I have other programs that have been coming here for years now and nothing has ever happened to them being in my home and they could tell you that themselves. They also know about the situation at hand and continue to come in! Just so you know! So, I'm very upset with First Steps for the "job" they did for my family (besides getting him into early childhood)! Other than that, that's it! Thanks!

We saw such growth since our speech therapist started working with him. At two he had no words, just babble. A year later at his pre-school evaluation, he tested out of speech. It was unbelievable! Our speech therapist and I were in constant communication. She would text me updates, what they were working on and areas to work on. First Steps has been such a valued resource for my family, I am so happy that my Parents as Teachers contact referred me to them. We are forever thankful!

We really liked both therapists that were recommended to us. Both worked really well with our family and helped us reach our goals.

Our experience with First Steps has been a key part in working through the developmental delays that our daughter has had. It has been amazing to watch her progress and I know that it is directly related to her services, therapists and time spent working with her. We are very appreciative of having been a part of this program.

Our whole team with First Steps was beyond amazing! They made such an impact on our whole family's lives and without them I don't know where our son would be as far as talking and sensory. We will forever be grateful for everything that our providers did for our son and us.

We absolutely loved our provider. She really cared about our son and had his best interest in mind. Not trying to force things but let him lead the way with her encouragement. I really appreciated her going to his daycare too. We loved our other provider too!

if it wasn't for First Steps I don't know what I would of done. The therapists helped my son so much. I'm forever grateful for the speech and aba and ot therapist that we had during our time with them that also made the transition for our son to the preschool so much easier for him and on us. They were at the meeting at that school as well helping answer question to help him get what he needed while in school. I've recommended First Steps to many family who could need it. I know how much it helped my family.

What I love most about First Steps is they gave me tools I needed to teach my daughter. Are providers are two of the best people I have ever met. They involve me 100% in therapy. They went above and beyond for my family. Our provider, who worked on her behavior, even allowed therapy to include lunch when my daughter had problems staying at the table to eat her food. I think my kiddo was exceptionally stubborn, which was hindering her speech therapy. She then decided to bring an SI in during speech therapy, it's nice a therapist can see if another learning barrier comes up and can ask for OT, PT, SI or whatever is needed to get past that barrier. Some of the things I have learned is fascinating. I could go until I ran out of paper! Our providers and everyone I have worked with at First Steps are professional, punctual, educated, patient, and are so very good with my kiddos. She has moved onto preschool and has come leaps and bounds in First Steps. They are greatly missed.

Our therapists have been amazing to our daughter. Our therapist has been wonderful to work with and has helped me as a parent work with my daughter on skills to make her successful.

Our providers have been amazing to work with. I appreciate all the work and dedication put into my child/family. Thank you so much!

I am very thankful for this program even though they came in our life during a dark moment they have made me and my daughter's life better and they always go above and beyond. I can tell they really care about my feelings and helped me through any concerns I had. Thank you for everything. This program is a blessing!!!

First Steps has done so much for my daughter! I could never have asked for more!

We are so thankful for First Steps

Thanks for all you do!

Thanks for everything! We are so appreciative of our First Steps team!

We had a great experience with First Steps and would recommend the services to anyone!

Our therapists are great. We love working with them.

My only complaint about First Steps is the billing process. I would love to see this become electronic and set up recurring payments.

Our provider is wonderful. She is great with our son and us!

Our therapists have all been absolutely amazing. We would not be where we are today in my daughter's developmental progress if not for them. When she was born we were told not to hold high expectations that she would ever walk, talk or have use of her left hand. In little more than a year, she is nearly walking, able to say several words including counting, and is using her left hand almost as functionally as would any other child. Her progress has far surpassed all of our expectations and we would not be where we are today if not for the constant dedication and support of our First Steps team. I cannot put into words the impact they have made. They don't just show up every week to do her therapy. They give us hope for her future and confidence that we too can advance her development through the training they provide. They are skilled therapists and remarkable people. They are family.

First Steps is an amazing service, and I am beyond grateful for the assistance my child has received during their time in the program.

I have two children receiving First Steps. One child receives speech therapy, and my other child receives physical therapy. Without this help I don't know what I would do. My older child has started saying more words and/or try's a lot harder. My other child had a brain bleed and has issues with his right side. Without the help from First Steps there is no way I would be able to get him the orthotics he will need in order to walk.

We recently shared our First Steps story. Would be happy to share in the future if needed.

I have been really thankful for a program like First Steps. Without it I would've missed a lot of work for having to take my son to therapy. As well he was able to become comfortable with his therapist in his home.

I'd be more than happy to participate if my life wasn't so hectic. I really appreciate First Steps and everything they have done, and continue to do for my son.

Our providers have helped our child so much. He has come so far since these two amazing women have started helping him. I am so thankful for their help

We moved from St Louis City to St Charles in December. Most of our experience has been with St Louis City, but we've had a wonderful experience with both. I am very interested in serving on an advisory council, I don't know if it makes a difference but we do live in St Charles now and will for the foreseeable future.

As a parent who pays at the top of the fee scale, I wish it was easier to coordinate to get the most bang for your buck.

I think First Steps is great! I found out about First Steps because my son was evaluated and it was suggested he receive physical therapy. Had it not been for this appointment, I would not have known about my child's (albeit mild) need for services or about First Steps. I recommended a friend in Liberty, MO look into First Steps for her child. I believe her son is receiving services; otherwise she had not heard of First Steps. It is a great program - I just think it might be hard for people to find!

I appreciate all the help my family has received from First Steps. They have helped and guided us in every way they can.

Our OT through Missouri First Steps is a true godsend and without her, I am not sure where our family would be. Not only is she an awesome OT but her knowledge base of opportunities in our community is vast. Also, our service coordinator has been awesome as well. Having a child that needs these types of programming has not been an easy pill for us to swallow and so families need to have strong support services. And for us, that's been Missouri First Steps. As our child ages out of the program in a few more months, it will be sad because in a way it'll be an end of a chapter for us and honestly two years ago I was dreading when my child turned three but thanks to how the programming is structured, I now feel comfortable with the next chapter for our family. I did select the option that I would be willing to write something for your newsletter. Oh and while I think of it, PLEASE for the love of maintaining sanity, PLEASE implement an electronic paying system. Mailing checks in each month is BEYOND inconvenient. It's 2020. Think about the families who are participating-- your client base. They are not just busy but stressed! Every month I have to make sure I have enough postage.. get the checkbook out, write it out.. can't tell you how many times I've written down the wrong amount because I am preoccupied with the laundry list of things that I'm working on (the common stresses of managing the care of a special needs child) and so then someone on your team receives the check, notices it's wrong, sends me a letter with a new envelope. Waste of your postage, waste of your employees' time. Not the best use of resources. Just my two cents. I'd like to think I have (most of) my act together so if I am doing this, I am sure that I am not the only person.

Our family is so blessed for the MO First Steps program. Everyone we have worked with is wonderful and attentive. I could not ask for better care for my child. I have met children that are not eligible for the program that I wish I knew when they were. They'd be in a totally different place in regards to life skills and learning.

My daughter's team is amazing! Our provider is personable, flexible and knowledgeable. We were lucky to have her as our service provider.

Our SLP was amazing! She went above and beyond all of the time to make sure our needs were being met. She advocated for my daughter to get additional testing through the school district if needed. Although she didn't qualify, it was nice to just make sure we didn't pass up the opportunity if we needed it. Our provider still checks in with us occasionally to make sure we don't have any questions. I feel that I can always go to her for anything that I need and she will be there for us. Thank you to our provider and the First Steps program for everything they did this past year to get my daughter to where she should be.

My son's therapists were such a big part of our lives over the last 3 years. I am beyond thankful for those ladies and we will miss seeing them every week. They loved and truly cared about my son, I wish I could keep them around forever!!

This program has been incredible to work with! We want to thoroughly thank our provider for her constant support and advice during our time in this program. You have changed our lives for the better and we can't thank you enough for all your support, mentally, physically and financially. I would highly recommend for anyone to take part in this program and to work with our provider. Thank you again!!

Our dietitian and OT were amazing! I truly believe that if it weren't for them, our daughter would still be tube fed and would have a g-tube placed. They really listened to our concerns and supported us during the tube-weaning process. It was amazing to see our daughter's improvement with their care.

We loving being a part of First Steps and found it very helpful and productive. We benefited so much from ABA especially with our provider being incredible.

Our experience with First Steps was excellent! Our providers are priceless resources! They both made a huge positive impact on my son's quality of life as well as our entire family. I cried when my son aged out of the program!

We love all of our child's therapists from First Steps!